

12-18-20 Meeting Minutes

Kent One-Stop Team

9:30 – 11:30am @ via Zoom



Delaware JobLink
<https://joblink.delaware.gov>

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Attending: Joyce Ottinger - DOL Youth Programs; Kamarya Edwards, Delaware Futures; Lawrence Manokey, Delaware Futures; John Morris, Polytech Adult Education; Trudy Pechin – Polytech Adult Ed; Seba Morris - Business Interface; John Morris – Business Interface; Neva Anton - Anton Associates; Bev Knight – Jobs for DE Grads; Clint Anderson – CareerTeam; Mary Wyllie – DVR; Dawn Picket - DET/MFWP; Clarence Richardson - DelTech/Youth/Adult Ed; Tracey McMillan, DelTech/Adult Ed; Nelson Erazo - DET; Rachelle Thornton – DSHA; Dana Seaberg – DVR; and Hope Ellsworth (recording)

Documents Discussed at the Meeting:

- NOTE: The Delaware Joblink One-Stop Team link, with minutes and other resources, can be found at: <https://labor.delaware.gov/divisions/employment-training/team-info/> [Note that the link HAS CHANGED.]
- 2021 Meeting Dates: posted on the link above.
- Updated 12-2020 Kent One-Stop Partner Resources (on team link under “Partner Resource Info, by County”)
- DOL Monthly Labor Review (See link below)

12-18-20 Discussion: This was a virtual meeting.

1. Introductions and Announcements

- Team members introduced themselves.
- Hope reported that all meetings will be virtual until further notice.
- She also reminded the team that the 2021 meeting dates are posted on the One-Stop Team link.
- Dept. of Labor Secretary: Hope reported that Sec. Cade will be moving to take the lead role in the Office of Management and Budgets. Karryl Hubbard (Deputy Secretary for DOL) will be the Acting Secretary and has been nominated by Gov. Carney to become Secretary.

2. Resource Sharing:

- Hope reminded the Team that the Kent One-Stop Partner Resource List has been updated as of December. This provides contact information, by county, of other potential referral sources for our consumers and can be found on the One-Stop Team link. This will be updated on a quarterly basis.
Note: The WIOA Leadership Team is asking all Partner Programs (with a website) to include this link so that staff and service recipients have easy access to the updated lists.
- Rebuilding Delaware’s Workforce Through Rapid Training: The team reviewed the related training programs for Kent County. The website is: www.forwarddelaware.com. These free training opportunities are short-term and will begin in January and end in March. Hope stressed the need to get the word out about this ASAP as learners need to apply soon. This initiative is being funded via the CARES Act. John Morris (Polytech) provided an update on available training programs under this initiative. (Forklift/Warehouse; Contruction/Maintenance) Trudy Pechin added that most training programs start in early Janaury.
- Delaware Joblink: <https://joblink.delaware.gov> [Major changes coming in mid-February 2021]
- Reminder about VOCAL Chat: <https://vocal.delaware.gov/>
- DOL Monthly Labor Review:
<https://lmi.delawareworks.com/Content/Publications/Library/Monthly%20Labor%20Review.php?Checkout=20>

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- Partner Resource Sharing –
 - ✓ Polytech Job Fair: Trudy reported that the job fair on 12/17 had an “awesome” turnout. 97 participants registered and there was a continuous line of people waiting to get in.
 - ✓ Delaware Futures is enrolling students. (A flyer was distributed shortly after the meeting.)
 - ✓ Polytech staff will be off from 12/23/20 – 1/3/21.
 - ✓ DeITech staff will be off from 12/21/20 – 1/4/21.
- Dept. of Labor Monthly Labor Review:
<https://lmi.delawareworks.com/Content/Publications/Library/Monthly%20Labor%20Review.php?>

3. **Presentations** – No presentations this month.

4. **Opportunities for Improvement: Ideas, Issues, Process Improvement, etc.**

- **2021 Challenges & Ideas for Convening**
 - ✓ Hope started a discussion to find out the team’s ideas for what will be the greatest challenges in 2021, explaining that she will use the responses to come up with Convening Workshop Ideas. She will also look at challenges to see if there are improvement efforts the team can make for Kent County.
 - ✓ **At the back of the minutes is a list of ideas (statewide) from November and December Meetings.**

5. **Next Meeting Date:** Friday, January 15th, 9:30 – 11:30. All meetings will be virtual until further notice.

Ideas for May 2021 One-Stop System Convening:

[**Virtual Format is likely:** DDL Vista Tech person has been researching virtual conference platforms and will share information with the One-Stop System early in 2021.]

- Discussion: Kent (12-18-20)
 - ✓ DE Guidance Services have been working with some of the Youth Providers (since COVID-19). They have been meeting with teens, families and staff to ID and provide needed support during the office shut down. It was suggested that they could provide specific issues that were identified and addressed. Also, their contract has been expanded (via CARES Act) to support more Youth Providers. A presentation by DGS might provide good insight into how programs can support service recipients and staff while we are still battling the effects of COVID-19.
- Discussion: NCC (12-15-20)
 - ✓ Accessing technology for low-income job seekers, students and families
 - ✓ Life-Work Balance: possibly one workshop for managers & supervisors with ideas of how to better support their staff who are working hard to support jobseekers and learners who are looking for better management tools to help support staff
 - ✓ Keeping people motivated and effective; how to stay connected with staff and those we support; there are so many unknowns and the rules keep changing/too many moving parts
 - ✓ Soft skills training and how to help people learn these skills in a virtual environment – how do we teach people empathy and how to express themselves in a constructive manner (i.e. not screaming or getting really upset);
- Discussion: Sussex County (12-9-20)
 - ✓ “Homelessness Issues During COVID” (more of a problem due to reduced means to access services; still have to go to SSC but many don’t have transportation; How do homeless families cope trying to ensure virtual classroom learning?)

- ✓ “Day Care Issues During COVID for those who have to work outside of home, especially when day care centers are required to reduce capacity”
 - ✓ Employment COVID Issues: How to help people get over the fear of jobs and working? How can we help people find jobs they can feel **safe** in? Job market itself and new work from home job markets.
 - ✓ How to shift (staff and jobseekers) to working from home and impact on job seekers (i.e. must have computer/tech skills)
 - ✓ LIFE-WORK BALANCE for us all: Especially for those who are working from home **and** have children at home to assist with virtual learning. What if a household does not have enough computers/tablets for children and parents to use?
 - ✓ How to be a good employee in a virtual space
 - ✓ Soft Skills and how to help teens and adults learn these skills virtually? “This is how to set yourself up for success working from home...”
- Discussion: NCC (11-20)
 - ✓ “How to get past COVID-19 (pushing past it; seeing how we can still function and work);
 - ✓ “Transitioning into new jobs and how to tap into new job markets”
 - ✓ “Access to technology in low income households” What is available? Who can help to provide hardware, internet, etc.? Consider: DVR, Tech Impact, Code Differently; charitable foundations and any organizations that could provide this assistance.
- Discussion: Kent County (11-20)
 - ✓ “Impact of COVID: How fear and stress hold job seekers back” (Polytech did a survey of those who dropped off and 75% said that they have not been impacted by COVID, but they are still afraid and stressed out” (Betsy)
 - ✓ “Youth and Impact of COVID-19”
 - ✓ “Overcoming Barriers to Employment Success” What does resilience look like? How can we help people get back into the workforce and/or learning?
 - ✓ “How can we improve impact of distance learning” (students report being overwhelmed and are dropping out)
 - ✓ How to access technology for low-income job seekers